

## Public Health Service Incident Reporting

All providers signed up to NYCC commissioned primary care services are expected to report **all** serious, patient safety or controlled drug incidents that occur within the commissioned services. Such incidents should be reported via the Pharmoutcomes system via the “Public Health Service Incident Reporting” template **and** when required to other regulatory bodies, as detail below:

- The Provider shall ensure that: All Serious Incidents are reported to the Commissioner via Pharmoutcomes within two (2) Business Days.
- Controlled drug incidents should be reported to the Controlled Drugs Accountable Officer at NHS England. Please register at [www.cdreporting.co.uk](http://www.cdreporting.co.uk) to provide you with access to the online reporting system. If you have any queries about your responsibilities please contact the helpdesk - 0113 825.
- All other incidents occurring in Pharmacies should be reported to: <https://www.eforms.nrls.nhs.uk/staffreport>.
- All deaths that meet the North Yorkshire Drug and Alcohol Related Deaths Confidential Enquiry Protocol definitions are reported to the Public Health Team via secure email: [NYDARD@northyorks.gov.uk](mailto:NYDARD@northyorks.gov.uk).
- Providers should inform the Police immediately where loss or theft of prescriptions is suspected.
- Where there has been a potential information breach, the Information Governance Office at North Yorkshire County Council should be informed via their email facility: [infogov@northyorks.gov.uk](mailto:infogov@northyorks.gov.uk).
- Where applicable, the CQC and/ or the professional regulatory body is informed of all reportable incidents.